Performance Work Statement (PWS)
For

Department of the Army
Office of The Program Executive Officer
Enterprise Information Systems (PEO EIS)
Medical Communications for Combat Casualty Care (MC4)

Logistics and Engineering Support

1.0 Program Background

The Program Executive Officer (PEO) Enterprise Information Systems (EIS) provides infrastructure and information management systems enabling the U.S. Army to achieve victory through total information dominance. PEO EIS develops, acquires, and deploys tactical and non-tactical information technology systems and communications. The Product Management Office (PMO) Medical Communications for Combat Casualty Care (MC4) is the Army's single Information Management/Information Technology system for automation and digitization efforts for deployable medical forces. The MC4 program provides fully integrated medical products and information/communications solutions to effectively and seamlessly link, vertically and horizontally, all echelons of deployable medical care. MC4 systems provide visibility of deployed medical forces and casualties, as well as, an accurate and timely means for documenting healthcare from the point of care to a centralized database – making the information available worldwide.

MC4 is a (semi-) ruggedized system-of-systems containing medical software packages fielded to operational medical forces worldwide. The system is comprised of joint software, commercial and government-off-the-shelf products including Theater Medical Information Program-Joint (TMIP-J) applications provided by Defense Health Clinical Systems (DHCS), formerly Defense Health Information Management System (DHIMS). The TMIP-J applications include software for Electronic Medical Record (EMR) documentation, a web-based application that serves as a deployed EMR repository and a web-based application for conducting battlefield surveillance. Although the MC4 program doesn't create the TMIP-J software, it does provide the tools needed to digitally record and transfer critical medical data from the foxhole to medical treatment facilities around the world. With more than a decade of experience managing the Army's deployable medical recording system, MC4 remains the most widely-used, comprehensive information management medical system on the battlefield. Additional MC4 mission and background information is available at http://www.mc4.army.mil.

The MC4 system must interface with current and future medical information systems and databases, communications systems, administrative procedures, medical diagnostic and monitoring systems, patient treatment systems, and evacuation platforms, spanning the operational continuum. Until a sufficient military force structure exists to support MC4 systems in a contingency (war time) environment, PMO MC4 support strategy is to employ limited contractor technical and functional support on an interim basis to support Army tactical unit staff in their use of the MC4 system. The end-state goal for the PMO (and support contractors) is to fully enable Army tactical units to sustain the system themselves, from both a technical (system) and functional (training) perspective.

1.1 Objectives

The overarching objectives of this Task Order are to:

- Manage workload effectively in a manner that given mission requirements and competing priorities, efficiently schedules and applies contract resources to meet MC4 needs;
- Drive performance efficiencies and cost savings over the life of the Task Order;
- To reduce to total cost of ownership to sustaining the MC4 systems;
- Incorporate innovation and value engineering into the MC4 product lifecycle; and
- Incorporate industry best practices with MC4 functional expertise to implement a best-of-breed approach and develop optimal solutions to current and future challenges.

1.2 Overview of Scope

MC4 is a formally chartered acquisition program with specific cost, schedule, and technical objectives. Contractor services are required to perform selected aspects of the MC4 mission. These services include: advanced development of enabling software and technologies; integration and initial testing; production engineering; operational testing; new equipment fielding and training; and post deployment system technical (PDST) support and system administrator support. Performance under this contract is required throughout the continental United States (CONUS) and foreign countries, as well as contingency (combat) areas, which are defined by the US State Department as hazardous duty areas. Currently, "contingency operations" is defined as any operation in a country supported by Overseas Contingency Operations (OCO) funding (as defined by the Department of Defense (DoD)). Current and past contingency operations include: Iraq, Afghanistan, and Operation Enduring Freedom (OEF) in Southwest Asia (SWA).

The MC4 mission expands or contracts in accordance with Army contingency operations and system fielding requirements called for in the Army Campaign Plan (ACP). Changes in contingency operations or ACP's, as well as, other factors may dramatically impact (increase or decrease) the level of contract support required under this task order. The listing of locations included with this PWS may expand or contract during the period of performance of this contract. It is impossible to fully predict in advance where contingency operations may occur.

This Task Order consolidates two separate contracts for logistics and engineering with different end dates into a single comprehensive support contract. The current MC4 logistics contract ends 28 February 2015 and the engineering support contract ends on 31 January 2016. The current engineering contract will run concurrently for most of the new contract's base period while other services will begin at contract award (1 January 2015). A 60 day overlap with the current logistics contract and 60 day overlap for the engineering contract is planned to ensure continuity of service.

MC4's core mission is to support Army tactical unit requirements. However, the MC4 PMO may provide limited support to other services addressed on a case by case basis if the need arises.

2.0 Performance Work Statement (PWS) Tasks

The contractor shall provide qualified personnel to perform the technical, management, administrative, and logistical services to fulfill the core and optional mission requirements as defined in this PWS. Core mission tasks are performed in support of fulfilling approved MC4 acquisition mission requirements.

Optional tasks are included to enable MC4 to address emerging mission requirements (e.g., transport telemedicine, tactical integrated health record), which if approved and funded by Army, will be awarded. Table 2.0-1 aligns the PWS section with each task/subtask and corresponding contract line item (CLIN).

Table 2.0-1 PWS Section, CLIN Reference Number and Task Descriptions

PWS Section & Task/Subtask Ref.	CLIN #	Task/Subtask Description
2.1	x001	Advanced Development, System Integration, and Initial Testing
ODCs	X001AA	Tool purchases in support of CLIN X001
ODCs	X001AB	Travel in support of CLIN X001
2.2	X002	Optional Task for Emerging Requirements -- Advanced Development, System Integration, and Initial Testing
ODCs	X002AA	Optional Tool purchases in support of CLIN X002
ODCs	X002AB	Optional Travel in support of CLIN X002
2.3	X003	Project/Contract Management, and Training and Fielding Support
2.3.1	X003A	Project/Contract Management
2.3.2	X003B	Training and Fielding Support for MC4 Software and Equipment
2.3.2	X003C	Optional Training and Fielding Support for deploying up to 3,000 additional systems (handhelds and laptops)
2.4	X004	Production Engineering and Operational Testing
2.4.1	X004A	Systems Engineering and Analysis Support
2.4.2	X004B	Configuration Management Support
2.4.3	X004C	Information Assurance (IA), IT Technical Support and Security Compliance Support
2.4.4	X004D	Database and MC4 Website Support
2.4.5	X004E	Operational Testing
ODCs	X0034AA	Tool purchases in support of CLINs X003, X003A, X003B, X004, X004A, X004B, X004C, X004D, X004E.
ODCs	X0034AB	Travel in support of CLINs X003, X003A, X003B, X004, X004A, X004B, X004C, X004D, X004E.
2.5	X005	Optional Task for Emerging Requirements – Production Engineering, Operational Testing, and NET/NEF
ODCs	X005AA	Optional Tool purchases in support of CLIN X005

ODCs	X005AB	Optional Travel in support of CLIN X005
2.6	X006	Post Deployment System Technical (PDST) Support and System Administrator (SA) Technical Support
2.6.1	X006A	PDST Support
2.6.2	X006B	System Administrator Technical Support
ODCs	X006AA	Tool purchases in support of CLIN X006, X006A, X006B
ODCs	X006AB	Travel in support of CLIN X006, X006A, X006B
ODCs	X006AC	Logistical Support ODCs for overseas positions supporting operations in Germany and Korea
2.7	X007	Optional Task for On-site Contingency Operations Support
ODCs	X007AA	Optional Tool purchases in support of CLIN X007
ODCs	X007AB	Optional Travel ODCs in support of CLIN X007
ODCs	X007AC	Optional Logistical Support ODCs and Hazardous Duty/Imminent Danger Pay differential in support of CLIN X007
2.8	X008	Optional Task for Emerging Requirements for PDST and SA Support
2.9	X009	Optional Task for Government Directed Overtime/Surge
2.10	T000	Transition-In

If within the performance of the Task Order DoD budget environment changes, MC4 will adjust mission requirements and contract support as needed to operate within available funding. With the possible exception of 2.7, Optional Task for On-site Support for Contingency Operations, it is unlikely that the optional tasks will be executed at Task Order award.

PWS Tasks 2.1, 2.4 and 2.6 include services that will continue under the ongoing engineering contract and are not anticipated to initiate on the merged Task Order until 1 December 2015 with the exception of ~~three work efforts in~~ two subtasks, which will initiate at Task Order start. These ~~efforts~~ subtasks are:~~include~~:

Subtask 2.4.4: ~~1) MC~~ Database and MC4 Website Support, and ~~4 Website Support,~~

~~2) Database Content Management Support,~~

Subtask 2.6.2~~1~~: ~~3) Germany and Korea~~System Administrator Technical Support.

For reference, Tables 5.11-1 and 5.11-2 contain historically-based Contractor Manpower requirements for each PWS task and the current MC4 office location for that support. It is anticipated that MC4 support requirements will decline over the period of performance of this Task Order as the program nears completion of its core acquisition mission. More specifically:

- Without approval of new mission capabilities supported by execution of optional tasks, contractor support required for Advanced Development and Production Engineering will decline sharply after completion of I2R3 integration and operational testing at the close of FY16.
- Advanced Development support is expected to reduce by 85% from the amount shown in Table 5.11-1 in Option Year (OY) 2 and remain at that level for OY 3 terminating in OY 4.

- Production Engineering support will continue at approximately the same level shown in Table 5.11-1 through OY 2 and reduce by approximately 40% from that level for OY's 3/4.
- Project/Contract Management, Training and Fielding Support will remain at approximately the same level shown in Table 5.11-1 through the POP.
- Post Deployment System Technical (PDST) Support and System Administrator (SA) Technical Support will decline by approximately 30% from the amount shown in Table 5.11-1 beginning in OY1 and remain at that level until reaching a minimal level in OY 4 (approximately 40% of the amount shown in Table 5.11-1).

2.1 Advanced Development, System Integration, and Initial Testing

The MC4 system consists primarily of Government off-the-shelf (GOTS) software and Commercial off-the-shelf (COTS) hardware provided as GFE. (Ref. Appendix A- Fielded Hardware List and Appendix B- Fielded Software List). The Contractor shall perform advanced development, system integration, and testing of new products and mobile applications to assure functionality and interoperability in accordance with approved MC4 system requirements. New hardware and software technologies shall be researched and evaluated by the contractor, based on Government direction, to determine suitability for integration into the MC4 system. Development of new, customized software applications is required, and is expected to be limited to the handheld device, which currently has a beta-version of a Tactical Combat Casualty Care (TC3) card developed by MC4.

The contractor shall provide services based upon government direction, to include, but within the scope of the following:

a. The contractor shall develop and demonstrate products and/or methods to enable virtualization of the system in a realistic laboratory setting,

b. The contractor shall research promising new technologies, conduct advanced development, and integrate government-approved technologies into the MC4 system,

c. The contractor shall conduct Technology Readiness Assessments,

d. The contractor shall evaluate and test new hardware solutions to meet evolving mission requirements and where current hardware is reaching end of life and as needed,

e. The contractor shall collaborate with other Army and DoD program offices and ensure the new technology integrates seamlessly into MC4. The contractor shall become familiar with all new MC4 functionality and provide recommendations to the government,

f. The contractor shall provide mobile application design and development on current and future Army approved handheld equipment to provide for a modified Electronic Health Record (EHR) and/or any associated medical referencing or recording capabilities,

g. The contractor shall coordinate with other MC4 coordinated military program offices to identify potential product capabilities for integration into the MC4 system.

h. The contractor shall research, document, and brief MC4, Army Medical Department (AMEDD), Office of The Surgeon General (OTSG), Military Health Systems (MHS) and other organizations as to the nature of MC4 systems, current capabilities, and future infrastructure,

i. The contractor shall follow the Army standard and use Chief Information Officer (CIO)-G6 approved solutions at the direction of the MC4 Information Assurance (IA) Manager,

j. The contractor shall develop and maintain Test Plans and Procedures at the direction of the MC4 Test Manager for each version of software delivered to MC4 for integration (initial) testing. Unless otherwise directed by the government, the MC4 Test Plan will address:

- Identification of test objectives,
- Baselines and foundations to be tested,
- Hardware and software configurations to be tested,
- Development of Use Cases to fully exercise the application's functionality,
- Step-by-step procedures at the key stroke level,
- Entrance/Exit criteria,
- Pass/Fail criteria,
- Failure identification and analysis,
- Schedules.

k. The contractor shall perform testing activities IAW the approved Test Plan and as directed by the MC4 Test Director, for each version of software on the MC4 system

l. The contractor shall prepare and deliver a final test report to the MC4 Test Director and the Configuration Manager documenting the results of all testing,

m. The contractor shall be familiar with the additional functionality of the various baselines and foundations.

~~m.~~**n.** The Contactor shall develop, test, integrate, and document mobile applications.

2.2 Optional Task for Emerging Requirements -- Advanced Development, System Integration, and Initial Testing

During this Task Order, it is anticipated that the Government may require optional advanced development, system integration and testing services to support emerging mission requirements. The MC4 Program is in the Post Milestone C phase of the system acquisition process nearing completion of its core mission. Several new or emerging mission requirements (e.g., transport telehealth and the integrated Electronic Health Record) are under consideration by the Army. If approved, funded and exercised by the Government, the Contractor shall provide the support needed to implement these incremental capabilities into the current MC4 system baseline.

Specific requirements will be definitized at the point of exercising an option. It is anticipated that the required services for this optional task will be similar to those identified in Core Task under PWS Section 2.1, but applied to an approved emerging requirement(s). It is impossible to fully predict in advance which emerging requirements will be approved.

For proposal purposes, include the following optional positions based on a 1,920 hour man-year in each year of performance, assuming work will be performed at the specified locations:

Functional Role	Anticipated Location	Base Year	Option Year 1 Hours	Option Year 2 Hours	Option Year 3 Hours	Option Year 4 Hours
Systems Engineering Lead for emerging R&D project	Govt site (Ft. Detrick MD)	-	1,920	1,920	1,920	1,920

Systems Engineer (Mid-level)	Local Contractor Site (Ft Detrick MD vicinity)	-	7,680	7,680	5,760	3,840
Engineer Technician	Local Contractor Site (Ft Detrick MD vicinity)	-	7,680	7,680	3,840	3,840
Test Engineer	Govt site (Ft. Detrick MD)	-	3,840	3,840	2,880	2,880
Systems Engineer (Senior)	Local Contractor Site (Ft Detrick MD vicinity)	-	9,600	9,600	5,760	5,760
Hardware Engineer (Senior)	Local Contractor Site (Ft Detrick MD vicinity)	-	9,600	9,600	9,600	7,680

2.3 Project/Contract Management, and Training and Fielding
This task includes project management for the overall Task Order (all tasks), and fielding and training support services. Project management is included here as it will be one of the primary subtasks executed at award along with support services for training and fielding. Other core tasks will phase in partially or wholly during the Task Order's base period.

Training and fielding support requirements vary depending upon the number and complexity of software updates and upgrades, the quantity of hardware items planned for fielding, and the location and availability of receiving Army units. MC4 has a well-established infrastructure for logistics, training and fielding support which will be in place at Task Order award. Currently, contractor fielding and training teams are primarily based from Government-leased regional facilities located at Ft. Lewis, Fort Bragg, and Ft. Sam Houston. Customer support offices located in Korea and Germany conduct New Equipment Training (NET)/New Equipment Fielding (NEF) at their respective locations and to units with their supported Area of Responsibility (AOR). Training material developers are also located at Ft. Sam Houston and the MC4 equipment warehouse is located at the Tobyhanna Army Depot.

Refer to Tables 5.11-1 and 5.11-2 for historically based Contractor Manpower requirements reference information and potential locations for this support. The government shall reimburse the contractor for costs associated with moving MC4 office and mission-related equipment, but will not pay Contractor Manpower relocation costs.

2.3.1 Project/Contract Management
The contractor shall provide a project manager (PM) who understands the complexities associated with IT production engineering, IA compliance, and total package fielding and training of systems to Army units. The Contractor PM shall serve as the Government's single focal point to provide management, direction, administration, quality assurance, and leadership in the execution of this task order. The assigned program manager will be required to meet frequently with key government personnel at the MC4 PMO on Ft. Detrick MD, at times on short notice. The contractor PM shall be responsible for disseminating guidance from the government to all subordinate contractor staff located worldwide and will have an office in the MC4 building at Ft. Detrick. The PM shall be responsible for all aspects of the contractor's cost, schedule and technical performance and is a key personnel position.

The Contractor's PM shall attend periodic status meetings with MC4 and other government personnel such as representatives of GSA. The purpose of such meetings is to ensure stakeholders are informed of

program status and activities. The meetings provide an opportunity to set priorities, identify opportunities or concerns, and to coordinate resolution of identified problems.
Technical Task Leads shall support the PM in fulfilling Task Order requirements in their respective areas. This team shall be capable of supporting complex analyses across a broad spectrum of acquisition topics affecting the MC4 program.

The contractor's leadership team shall develop and implement a Quality Assurance/Quality Control (QA/QC) plan to ensure personnel:

1. maintain compliance with MC4/government IA/IT policies and regulations,
2. deliver timely work products of acceptable quality, and
3. exhibit a genuine concern for safeguarding MC4 equipment and financial resources

2.3.1.1 Kick-Off Meeting

The Contractor shall participate in a Kick-Off Meeting at a place and time approved by the Government. The meeting will provide an introduction between the contractor personnel and government personnel who will be involved with the task order. The meeting will provide the opportunity to initiate transition-in activities and to discuss management, technical, security, and administrative issues; travel authorization, reporting, and invoicing procedures. Attendees shall include key contractor personnel, key MC4 Government personnel, and representatives from the GSA Contracting Activity.

2.3.1.2 Program Management Plan (PMP)

The Contractor shall document support requirements in a PMP. The initial draft PMP shall be submitted NLT 15 calendar days prior to the end of the transition period. The PMP shall describe the contractor's management approach, operating procedures, support priorities, service levels, and estimated staffing. The PMP shall include an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between Government organizations. The PMP shall show milestones and tasks for short term and long term projects. The PMP shall include the contractor's Quality Control Plan (QCP) and Risk Management Plan (RMP).

The PMP shall, as a minimum, address:

- Process Management and Control (i.e. monitoring mechanisms, program metrics),
- Personnel Management to include coverage and organizational structure,
- Financial Management to include cost containment and cost forecasting,
- Operational Effectiveness to include system administration, account management, implementation of new hardware and software, and technical refresh procedures.

The Government will make comment on the initial draft PMP and the final PMP shall incorporate Government comments. The Contractor shall keep the PMP up-to-date and make it accessible electronically to the Government.

2.3.1.3 Monthly Status Report (MSR)

The Contractor shall submit a Monthly Status Report (MSR) by the 15th of each month via electronic mail to the MC4 COR and the GSA COR. Information in the MSR shall be segregated in accordance with a Government approved format. The MSR shall include the following:

- Activities during reporting period, by task (including on-going activities, new activities, activities completed, and progress to date on all above mentioned activities). Each section shall contain a brief description of the task,
- Estimated and accrued cost by project and appropriation type with monthly cumulative and totals incurred to date,
- Problems and corrective actions taken; include issues or concerns and proposed resolutions,
- Personnel gains, losses, and status (security clearance, TESA, etc.),
- Government actions required,
- Schedule showing major tasks, milestones, and deliverables with planned and actual start and completion dates for each,
- Summary of ad-hoc reports and services provided,
- Summary of all travel by contractor personnel during the previous month,
- The summary shall include, at a minimum, a description of the travel conducted, including a statement as to purpose, the number of persons in the party, traveler name(s), destination(s), duration of stay, and estimated cost,
- A brief trip report including a summary of meetings attended, major outcomes or issues discussed, and any action or attention recommended to the PMO government staff,
- A projection of all travel requirements for the upcoming month including a description of the travel planned, including a statement as to purpose, the number of persons in the party, traveler name(s), destination(s), duration of stay, and estimated cost,
- Accumulated invoiced cost for each CLIN up to the previous month,
- Projected cost of each CLIN for the current month and forecasts through the end of the current performance period,
- Comparison data / monthly performance reports.

2.3.1.4 Operational Security (OPSEC):

The contractor shall develop an OPSEC Standing Operating Procedure (SOP)/Plan within 90 calendar days of contract award, to be reviewed and approved by the responsible Government OPSEC officer, per AR 530-1, Operations Security. This SOP/Plan shall include the government's critical information, why it needs to be protected, where it is located, who is responsible for it, and how to protect it. In addition, the contractor shall identify an individual who will be an OPSEC Coordinator. The contractor shall ensure this individual becomes OPSEC Level II certified per AR 530-1

Per AR 530-1, Operations Security, new contractor employees must complete Level I OPSEC training within 30 calendar days of their reporting for duty. All contractor employees must complete annual OPSEC awareness training. The contract shall be in compliance with DFARS Clause 252.225-7040, Contractor Personnel Authorized to Accompany U.S. Armed Forces Deployed outside the United States. MC4 Regional Operational Managers may request the contractor designate a site lead to facilitate coordination across regions.

2.3.1.5 Transition-Out Plan

The contractor shall provide a written Transition-Out plan NLT 180 days prior to expiration of the task order, or earlier if directed by the Government. The Transition-Out plan shall facilitate the accomplishment of a seamless transition from the incumbent to incoming Contractor/Government personnel at the expiration of the task order. Within the plan, the contractor shall identify how it will coordinate with the incoming Contractor and/or Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation.
- Status of ongoing technical initiatives
- Technical artifacts and configuration baselines
- Transfer of portal data
- Appropriate contractor-to-contractor coordination to ensure a seamless transition
- Transition of personnel
- Identify schedules and milestones
- Identify actions required of the Government
- Establish and maintain effective communication with the incoming Contractor/Government personnel for the period of the transition
- Inventory of assets and transfer of government furnished equipment, i.e. software and hardware, licenses, warranties, etc.
- System administration, accounts, privileges, and accesses
- Existing leases and rental contracts for such things as office space, apartments, rental vehicles, etc.

2.3.2 Training and Fielding Support for MC4 Software and Equipment

This task supports training and fielding activities associated with previously fielded system software and hardware configurations, as well as, new configurations. MC4 is required to field line items in accordance with a basis of issue plan (BOIP), which clearly defines type of equipment and quantity by unit.

Based upon the current MC4 acquisition strategy, one major software upgrade remains (I2R3) to be fielded beginning in FY17; approval of additional capabilities or new programs, such as transport telehealth or the integrated tactical EHR will require a revision to the approved acquisition strategy. It will take approximately five to six years to complete NET/NEF for I2R3 based upon the current fielding approach. Previous software versions will continue to be supported through fielding of I2R3 and beyond if directed by the government.

In FY15/16, MC4 will begin fielding a replacement laptop and handheld device based upon Army priorities. Current fielding projections, which are subject to change, are for up to 26,000 new handheld devices and up to 20,000 new laptops, over a 7 year period. Under the scope of this Task Order it is anticipated that the Contractor may be required to field up to a total of 30,000 systems (handhelds and laptops) over the 5 year performance period (see RFP Pricing Assumptions). These components and the remaining others that comprise each LIN are procured annually. Storage and shipping functions shall be supported by the support contractor from the Tobyhanna Army Depot in Pennsylvania. Tobyhanna facility costs are paid directly by MC4. MC4 also funds another government organization to provide forward repair activity (FRA) support for maintenance and repair of MC4 equipment. Each laptop and handheld includes a multiyear manufacturer's warranty.

MC4 system software undergoes multiple updates/patches annually and major upgrades (new versions) less often (every several years) based on an approved delivery schedule. Updates and patches are usually accomplished by fielded units via software download or MC4-furnished DVD without the need for a contractor site visit.

- CONUS units are directly responsible for updates and patches.
- In OCONUS contingency and austere environments, the contractor shall install updates and patches as directed by the MC4 COR.

A system upgrade constitutes a major change to the MC4 system software or hardware configuration, and requires a much higher level of contractor support than training associated with periodic software patches and updates. System upgrades frequently require the contractor to travel to each Army unit to perform new equipment training (NET) and new equipment fielding (NEF). Historically, contractor training and fielding teams have traveled to units for a period of 5-7 days to train personnel and affect the transfer of equipment from MC4 to the receiving unit. Based upon the current BOIP and priorities, the government projects a requirement to field between 3,000-6,000 LINs per year to achieve Full Deployment at or near FY20. To achieve this objective, the contractor will need a highly trained, flexible workforce. The government will provide priorities for fielding and training support, as well as the annual fielding objective.

Historically, travel for training and fielding of Army units has been a significant cost driver. The contractor shall actively manage travel costs and incorporate lessons learned to develop innovative approaches to maximize the number of units fielded and trained based on Army priorities. Travel requests shall be approved by the MC4 COR at least 30 days prior to the trip; 45 days for OCONUS travel. A contractor travel and shipping coordinator shall be located at the MC4 facility at Ft. Detrick, Md. to help ensure seamless travel and shipping processes.

The contractor shall conduct all training and fielding activities in accordance with MC4 policy and direction. A contractor team lead is to be formally identified for each training activity. The contractor shall provide training and fielding support based upon government direction, to include, but within the scope of the following:

a. The contractor shall assess the impact of changes in system software and hardware functionality affecting users and system administrators,

b. The contractor shall prepare near (120 day) and longer term (18 month) plans for conducting fielding and training,

c. The contractor shall prepare implementation plans and procedures, as well as, associated analysis and correspondence (e.g., briefings, operation orders, ALARACTs),

d. The contractor shall develop reference and training products, including distributed learning products, to address new software or equipment. Example NET products include: Training Support Packages, Student Manuals, Support Media, Training Image, and Quick Reference Guides. Distributed learning products shall be posted on the Army Medical Department Center and School (AMEDDC&S) Enterprise Lifelong Learning Center (ELLC) Army Learning and Content Management Capability (ALCMC) and must include:

    - Instructional Media Design Package (IMDP)
    - Program of Instruction (POI)
    - Course Administrative Data (CAD)
    - Training Development Capability (TDC) database entry, if applicable
    - Training proponent testing and approval

- Army Training Requirements and Resources System (ATRRS) course number assignment where applicable

e. The contractor shall conduct training of selected MC4 personnel, other contractor staff, and instructors from proponent schools,

f. The contractor shall receive, store, package and ship equipment to Army units based on government direction,

g. The contractor shall create and maintain a periodic inventory report (minimum of every 30 days) at the component level,

h. The contractor shall coordinate contractor travel, shipping and fielding arrangements to deliver NET/NEF and other equipment as directed by the government,

i. The contractor shall conduct NET and NEF based on the approved fielding and training plan,

j. The contractor shall work with the MC4 PMO to configure, implement and sustain a configuration asset management system to track all fielded/mission system hardware and software configurations by serial number for laptops, handhelds, servers, and other end item equipment,

k. The contractor shall perform inspection and verification of equipment delivered to the gaining site and update the Property Book Unit Supply Enhanced as required (PBUSE),

l. The contractor shall monitor and report the effectiveness of training using a web-enabled database such as SharePoint that shall include information about course schedules, student materials, instructors, student population and Army unit points of contact. This training information shall also be included in an appendix to the monthly progress reports to the COR and in summary reports for each period of performance and fiscal year end within 45 days of the reporting period's closing date.

2.4 Production Engineering and Operational Testing

MC4 requires a production engineering contractor that is knowledgeable of MC4 software and hardware, DoD IT Test & Evaluation procedures, and Information Assurance compliance. The MC4 Program is in the Post Milestone C phase of the system acquisition process with several planned software and hardware updates/upgrades that require contractor services to integrate, test, produce, and implement. The local contractor office shall have adequate laboratory space to support production engineering and testing of MC4 hardware and software.

This support encompasses the broad spectrum of engineering services for IT systems in production with planned incremental upgrades. Key production engineering support subtasks include:

2.4.1 Systems Engineering and Analysis
2.4.2 Configuration Management
2.4.3 IA and Network Security Compliance
2.4.4 Database and Website Support

Operational test support requirements are addressed in section 2.4.5.

2.4.1 Systems Engineering and Analysis

The contractor shall conduct comprehensive systems engineering and analysis support to ensure that MC4 hardware and software components meet system requirements prior to deployment.

The contractor shall provide systems engineering support services based upon government direction, to include, but within the scope of the following:

a. Develop and maintain detailed procedures for the integration of all software and hardware components of the MC4 System, to include the Electronic Medical Record (EMR) and Medical Logistics (MedLog) baselines and foundations. These procedures must include a step-by-step schedule and be tailored for each hardware variant of the MC4 System. The contractor shall ensure that software works/integrates onto the MC4 System platform and meets all required standards. The contractor shall ensure software compatibility between old and new hardware platforms. Processes and procedural updates shall be published cyclically with each major software deployment,

b. Perform integration of all MC4 designated GOTS and COTS software and hardware components into the MC4 System. Maintain MC4 configurations for all fielded software and hardware versions for testing and troubleshooting,

c. Conduct analysis of proposed engineering change proposals (ECPs) to facilitate decision-making and implementation of approved ECPs,

d. Develop and maintain detailed system administrator documentation for each new version of the MC4 system. Provide formal training and installation procedures to other members of the contractor team,

e. Prepare acquisition documentation required for modifications to system hardware and software,

f. Maintain and develop MC4 technical documentation and associated standards for such documentation,

g. Utilize Software Code Quality and Software Assurance tools per PEO EIS policy #12-65 to minimize software vulnerabilities and help ensure IA compliance, (Ref. Appendix C- PEO EIS Software Code Quality Policy Document)

h. The contractor shall develop products and procedures for virtualization of the MC4 system,

i. The contractor shall support any government directed Verification, Validation and Accreditation (VV&A) efforts,

j. The contractor shall provide hardware and software technical support to ensure decisions and outcomes are coordinated across engineering, logistics and business functions,

k. The contractor shall provide scheduling support for engineering work efforts and other tasks as required from the PMO,

l. The contractor shall support the Help Desk to troubleshoot issues and provide solutions to MC4 users in the field,

m. The contractor shall be familiar with the additional functionality of the various baselines and foundations,

n. The contractor shall develop and implement a government approved Quality Management Plan for all systems engineering products.

o. Document all problems encountered in the execution of this support task for review by the government.

Historically this subtask has been supported by approximately 9 contractors per year. This information is provided for reference only.

2.4.2 Configuration Management Support

The contractor shall, at the direction of the Government's configuration manager, provide Configuration Management (CM) support for all MC4 systems and configurations, to include both hardware and software. The contractor shall provide experienced configuration management personnel.

The contractor shall provide configuration management support based upon government direction, to include, but within the scope of the following:

a. The contractor shall maintain an off-site CM software library on original media to include DVDs and hard drives in a access controlled fireproof locker with a lock as part of the MC4 contingency plan. A duplicate library will be maintained on-site by the government. The contractor shall provide duplicates of library original materials as requested,

b. The contractor shall track, develop, and maintain all CM process documents,

c. The contractor shall attend and support all Configuration Control Board (CCB) and Release Coordination Council (RCC) meetings,

d. The contractor shall maintain an electronic MC4 documentation library,

e. The contractor shall document and maintain all MC4 Engineering processes and procedures.

Historically this subtask has been supported by approximately 1 contractor per year. This information is provided for reference only.

2.4.3 Information Assurance (IA), IT Technical Support and Security Compliance Support

The contractor shall provide information assurance and IT technical support to maintain network operations and overall security compliance for the PMO and MC4 system. This support shall be provided as directed by the Government's Information Assurance Manager (IAM) and in accordance with all DoD and Army security policies, regulations and best business practices (i.e., DoD Directive 8500.1 and DoDI 8500.01; Army Regulations 25-1 and 25-2). Personnel must obtain and retain the appropriate baseline and computing environment certification(s) in accordance with DoD 8570.01-M, DoDD 8500.1, DoDI 8500.01 and AR-25. The Contractor shall provide support in all matters of information assurance and cyber security for the PMO and the MC4 system to include, but not limited to: software/hardware integration and testing, new product/capability design and testing, and prototype development and analysis. In addition, the contractor shall support the network and administrative systems operated at the MC4 PMO and an off-site facility with network connection to the Ft. Detrick NEC. Total number of users at these locations is approximately 100. The off-site location to be supported shall be within 10 miles of Ft. Detrick.

Currently, MC4 contractor support includes positions that require the following IA roles: IAM-I, IAT-I and IAT-II. Contractor personnel who do not have proper and current certifications shall be denied access to DoD Information Systems for the purpose of performing information assurance functions (IA, System Administrator, Network Administrator, elevated privileged roles, etc). Contractors must have the

required level of baseline certification and will have 6 months from appointment to obtain the computing environment certification. The Government's IAM will determine the appropriate IA role and required training and certification requirements for affected positions. No IAT category personnel will deploy to a combat environment without the required training and certifications.

Contractor support for IA, IT Technical Support and Security shall be located at the MC4 Program Office at Ft. Detrick and with one position located at the local contractor office.
The contractor shall provide IA, IT Technical Support and Security services based upon government direction, to include, but not limited to, the following:

a. Update engineering, DIACAP, and Certificates of Networthiness (CoN) documents as directed by the government,

b. Assist in accreditation activities of all MC4 systems, providing expertise in areas of systems engineering and information assurance planning, reviewing, updating and documenting requirements and processes,

c. Provide expert technical and policy knowledge and interpretation to the Government on regulatory guidance, OPORDs/WARNOs/EXORDs, DIACAP, CoN and any other IA related governance or taskers,

d. Participate in all program meetings as directed and document key outcomes of meetings,

e. Conduct security assessments of all MC4 prototypes and system releases. This includes reviews/assessments of software and hardware configurations provided by other systems that may be integrated into MC4's fielded product,

f. Conduct security inspections, tests, assessments, and reviews of system releases prior to them being fielded verifying compliance with DoD and Army guidelines including Security Technical Implementation Guide (STIG) and Information Assurance Vulnerability Alerts (IAVA) compliance,

g. Assess system changes to ensure they are in accordance with those specified during the configuration management process, verifying that the release being fielded is in compliance with the DIACAP package and documenting the assessment results in a Security Assessment Report (SAR),

h. Conduct reporting of IAVA's via SIPRnet/NIPRnet as directed by the government,

i. Create, update and maintain IA/IT standard operating procedures (SOP) for the MC4 PMO,

j. The contractor shall be responsible for the installation and maintenance of all office automation technology at the MC4 PMO and local contractor site (connected to the NEC) to include: printers, mobile computing, notebook computers, workstations, handheld devices, network and telephone connections, and user account maintenance. The contractor shall coordinate with the NEC as necessary to accomplish this task. Approximately 200 systems (Ref. Appendix D-MC4 Property Book PMO Hardware List)

k. The contractor shall have in-depth knowledge of MS Windows operating systems and applications. The contractor shall operate, maintain, upgrade, scan and report on the MC4 networks including the PMO and local contractor site in accordance with all DoD and US Army security policies and regulations (DoD Directive 8500.1 and DoDI 8500.01; Army Regulation 25-2).

l. The contractor shall provide system administration support for several databases. The contractor shall have working knowledge of MS SharePoint, MAGIC, MS SQL Server, Oracle, and MS Project.

Historically this subtask has been supported by approximately 6 contractors per year. This information is provided for reference only.

2.4.4 Database and MC4 Website Support

The contractor shall provide information management support to maintain the MC4 website, manage content of materials reported on internal/external databases, and to develop and support specialized automated reporting tools for travel, quality control, training metrics, and other requirements as directed by the government. Several automated tools such as the Travel Approval System and Fielding Quality Tracker have been developed using Microsoft SharePoint and will require IT support to maintain. Additionally, PEO EIS has instructed MC4 and other program offices to post elements of their SharePoint information on its site. The MC4 SharePoint system recently became operational and will undergo a full security and policy compliance review periodically to ensure compliance for the duration of the Task Order.

The contractor shall provide database and MC4 website support services based upon government direction, to include, but within the scope of the following:

a. The contractor shall design, build, test, implement, manage, train, document, and maintain automated tools to support all program activities,

b. The contractor shall have working knowledge of MS SharePoint, BMC SERVICE DESK EXPRESS, MS SQL Server, Oracle, and MS Project,

c. The contractor shall maintain the MC4 website in accordance with Army standards and regulations. The government will approve all updates to content,

d. The contractor shall actively manage content on the PMO and PEO EIS SharePoint sites, as well as, other systems that report or display program data externally IAW MC4 and PEO EIS policies,

e. The contractor shall maintain current and develop new SOPs as appropriate for databases and other systems as directed by the government.

Historically this subtask has been supported by approximately 3 contractors per year. MC4 website and database content management support has historically averaged 1.5 contractors per year and begins at contract start. Database support for automated tools has historically averaged 1.5 contractors per year and will initiate on 1 December 2015. This information is provided for reference only.

2.4.5 Operational Testing

MC4 requires the full range of Operational Test support to ensure compliance with DoD Test & Evaluation procedures. The contractor shall provide operational testing support based upon government direction, to include, but within the scope of the following:

a. Develop and maintain Operational Test Plans and Procedures for each version of each foundation and baseline of the MC4 system software. The contractor shall insure that the process for each new cycle of testing and software release is updated to correspond to the

version being promoted to the field. Processes and procedural updates shall be published cyclically with each major system deployment. Operational Test Plans and Procedures shall address, at a minimum, the following:

1. Identification of test objectives
2. Baselines and foundations to be tested,
3. Hardware and software configurations to be tested,
4. Resource needs,
5. Development of Use Cases to fully exercise the application's functionality,
6. Step-by-step procedures at the key stroke level,
7. Entrance/Exit criteria,
8. Pass/Fail criteria,
9. Schedules.

b. Perform testing activities of each version of software on the MC4 system as directed by the MC4 Test Director,

c. The contractor shall prepare and deliver a final test report to MC4 Technical Representative documenting the results of all testing.

Historically this subtask has been supported by approximately 2 contractors per year. This information is provided for reference only.

2.5 Optional Task for Emerging Requirements – Production Engineering, Operational Testing, and NET/NEF

During this Task Order, it is anticipated that the Government may require optional production engineering, operational testing, and New Equipment Training/New Equipment Fielding Services. The MC4 Program is in the Post Milestone C phase of the system acquisition process and is nearing the completion of its core mission. Several new or emerging mission requirements (e.g., transport telehealth and the integrated Electronic Health Record) are under consideration by the Army, and if approved will require additional contractor support to implement as incremental capabilities into the current system baseline. The required services are similar to those identified in selected subtasks in Tasks 2.3 and 2.4. This optional support is an augmentation to the core services which will continue through the end of the Task Order. It is impossible to fully predict in advance which emerging requirements will be approved and when support efforts will commence, however, based on historical information this support is projected at ~~13~~ 14 contractors in FY17 declining by approximately 50% in FY19 when most of the engineering support is scheduled to be completed.

This optional support encompasses the broad spectrum of engineering, testing and training and fielding services for incremental upgrades for IT systems in production. The optional support encompasses the scope similar to work described in the following core subtasks:

2.3.2 Training and Fielding Support
2.4.1 Engineering and Systems Analysis
2.4.2 Configuration Management
2.4.5 Operational Testing

For proposal purposes, include the following optional positions based on a 1,920 hour man-year in each year of performance, assuming work will be performed at the specified locations:

Functional Role	Anticipated Location	Base Year	Option Year 1 Hours	Option Year 2 Hours	Option Year 3 Hours	Option Year 4 Hours
Trainers (Level I)	Govt site (Ft. Sam Houston)	-	3,840	3,840	3,840	1,920
Trainers (Level I)	Govt site (Ft Lewis)	-	3,840	3,840	3,840	-
Trainers (Level I)	Govt site (Ft. Bragg)	-	1,920	1,920	1,920	1,920
Multifunctional (Level III Trainer/SA)	Govt site (Ft. Sam Houston)	-	1,920	1,920	1,920	1,920
Multifunctional (Level III Trainer/SA)	Govt site (Ft. Bragg)	-	1,920	1,920	1,920	1,920
Multifunctional (Level III Trainer/SA)	Govt site (Ft Lewis)	-	1,920	1,920	1,920	1,920
Training Material Developer	Govt site (Ft. Sam Houston)	-	1,920	1,920	1,920	1,920
Senior Software Engineer	Local Contractor Site (Ft Detrick MD vicinity)	-	7,680	7,680	1,920	-
Engineer Technician	Local Contractor Site (Ft Detrick MD vicinity)	-	1,920	1,920	1,920	-

2.6 Post Deployment System Technical (PDST) Support and System Administrator (SA) Technical Support

This task supports troubleshooting, tracking and resolution of hardware and software system issues discovered during operations. The objective of this task is to assist users in sustaining a high level of MC4 operability through expert technical assistance. Under the PDST support subtask, technical problems identified by users are addressed through the MC4 Help Desk, solutions are provided, and the status is tracked through resolution. The Systems Administrator (SA) subtask provides additional services as required to implement approved solutions to fielded systems. The level of SA support will decline as units acquire sufficient system training and experience to implement solutions with limited technical assistance from MC4.

NOTE: ~~This task includes support that~~PDST Support will phase-in ~~beginning on~~ 1 December 2015 as part of transitioning support from the current MC4 engineering contract which is expiring (see Section F.3.1). The base year level of support shown in Tables 5.11-1 and 5.11-2 is expected to decline by 3~~5~~0% in OY 1 and continue at approximately the same level for the remaining options.

2.6.1 PDST Support

The contractor shall provide technical support to prepare software updates and patches, such as validated Information Assurance Vulnerability Alerts (IAVAs), for MC4 fielded products and integrate approved updates into the next MC4 system build. Problems identified with MC4 systems shall be logged by the MC4 Help Desk and assigned to the PDST team. The Help Desk shall monitor trouble tickets to help ensure successful resolution.

The contractor shall provide system technical support for software updates/patches, and system problems identified by users and the MC4 Help Desk, to include but not limited to, the following tasks:

a. The contractor shall investigate and attempt to resolve critical issues which occur in our fielded systems when they cannot be immediately corrected by TMIP-J or other program offices,
b. The contractor shall assist with the continued maintenance of the fielded MC4 systems and collaborate with other technical staff in MC4. Other responsibilities include but are not limited to troubleshooting issues, addressing user concerns, and helping to maintain the labs,
c. The contractor shall provide technical instruction to correct MC4 system problems,
d. The contractor shall support the MC4 IAVA process to include the installation and regression testing of all applicable IAVA patches,
e. The contractor shall use Government Furnished Equipment (GFE) to remotely login to systems worldwide, as directed by the government, to provide maintenance support and troubleshooting.

The contractor shall operate a Help Desk which is to be staffed 24 hours a day, 7 days a week. MC4 currently has more than 24,000 systems fielded worldwide. The contractor shall provide Help Desk support activities to include, but not limited to, but within the scope of the following tasks:

a. The contractor shall receive issues via telephone, Internet or e-mail, create a trouble ticket and respond to the user within 24-hours,
b. The contractor shall update and maintain existing Help Desk procedures and processes and develop new ones as directed by the MC4 COR,
c. The contractor shall provide technical assistance for MC4 systems administrators,
d. The contractor shall maintain a knowledge base of system issues, using approved Army Management software, whereby the incident histories can be researched and analyzed.

The PDST subtask has historically averaged approximately 10 contractor FTEs per year. This subtask will start on 1 December 2015, the last two months of the Task Order's base period, to facilitate transition of services from the current engineering contract to this Task Order. This information is provided for reference only and is subject to change at any time.

2.6.2 System Administrator Technical Support

The Contractor shall provide system administrator and database administration services for applications and operating system infrastructure to maintain system operability.
In selected locations approved by the government (Germany and Korea), the Contractor shall manage installation, maintenance and usage of complex networks that link numerous computing platforms, operating systems, and network topologies (Ref. Appendix E- Network Topology Diagram). Additional SA support will be maintained at selected CONUS government sites during the base year of the contract to facilitate resolution of operational problems while users undergo SA training and gain experience with the MC4 system.

Contractor services must be performed in accordance with all Army and MC4 policies and procedures, and shall be approved in advance by the government. The scope of this work includes, but within the scope of the following:

a. Assist units in managing system performance and identify MC4 system security procedures,
b. Troubleshoot and resolve complex problems to ensure minimal disruption of MC4 usage,
c. Research hardware and software issues regarding MC4 systems (laptops, servers, routers, and other line item components),
d. Provide technical support and system training to end-users.

Contractor services must be performed in accordance with all Army and MC4 policies and procedures, and shall be approved in advance by the government. Where needed, the government IAM may approve select contractor staff to perform the following support including, but within the scope of the following:

a. Plan and perform fault management, configuration control, and performance monitoring,
b. Conduct installation, activation, back-up, deactivation, and restart of network resources/services,
c. Instruct users on the installation and support of MC4 servers to include all MC4 and related software applications,
d. Provide technical assistance, support, and advice to customers, onsite or via telephone worldwide,
e. Provide instruction in how to maintain the MC4 hardware, and how to plan, coordinate, and implement network security measures.

The SA subtask will initiate at Task Order award. Historically, this support has averaged 16 contractors per year. System Administrators will be located at MC4 regional offices and in offices in Germany and Korea. As using units acquire sufficient MC4 training and experience they will perform required software patches/upgrades with limited technical support from MC4. Based on this assumption, SA support will decline by 75% beginning in OY 1 and continue at that level through OY 3 reducing by another 350% by OY 4. This information is provided for reference only and is subject to change at any time.

2.7 Optional Task for On-site Support for Contingency Operations

During this Task Order, it is anticipated that the Government may require optional services to support contingency operations in theater.

There is a high likelihood that this optional support will be exercised at time of award.

If exercised, the Contractor shall provide system administrator, comprehensive training, and database administration services in support of MC4 systems/servers including network integration and Help Desk operations in support of contingency operations.

Contractor services shall be performed in accordance with Army and MC4 policies and procedures, and shall be approved in advance by the Government. The scope of this work includes the following:

a. Test and implement interface programs as directed by the Government IAM,
b. Manage MC4 server performance and maintain system security in accordance with MC4 policies and procedures,

c. Troubleshoot and resolve complex problems in coordination with the MC4 Help Desk to ensure minimal disruption of mission-critical applications,

d. Establish system network policies and procedures regarding access methods and time, security validation checks, and documentation,

e. Maintain currency of existing system architecture documentation,

f. Research hardware and software issues regarding MC4 networks,

g. Provide technical support and training to end-users.

If exercised, the Government IAM may require select contractor staff to perform the following optional support:

h. Plan and perform fault management, configuration control, and performance monitoring,

i. Conduct installation, activation, back-up, deactivation, and restart of network resources/services,

j. Evaluate communication hardware and software and troubleshoot LAN/MAN/WAN and other network-related problems,

k. Instruct users on the installation and support of MC4 servers to include all MC4 and related software applications,

l. Provide technical assistance, support, and advice to customers, onsite or via telephone worldwide,

m. Provide instruction in how to maintain the MC4 network hardware, and how to plan, coordinate, and implement network security measures.

MC4 expects contractor personnel to rotate in and out of the Theater of Operations (contingency operations) as needed to provide comprehensive support and maintain continuity of operations. Typically, personnel rotations for contingency operations have been based upon a six month period. Historically, this support has averaged 12 contractors per year. This information is provided for reference only and is subject to change based on mission or evolving operational needs.

For proposal purposes, include the following optional positions based on a 1,920 hour man-year in each year of performance, assuming work will be performed at a Government Site in the specified overseas locations:

Functional Role	Anticipated Location	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Network Engineering Support	Government Site, AFG/Kuwait	5,760	5,760	5,760	5,760	5,760
Computer Support	Government Site, AFG/Kuwait	5,760	5,760	5,760	5,760	5,760
System Administrator Support	Government Site, AFG/Kuwait	11,520	11,520	11,520	11,520	11,520

2.8 Optional Task for Emerging Requirements for PDST Support

During this Task Order, it is anticipated that the Government may require optional post deployment system technical support and systems administrator support for emerging mission requirements. The MC4 Program is in the Post Milestone C phase of the system acquisition process and is nearing the completion of its core mission. Several new or emerging mission requirements (e.g., transport telehealth and the integrated Electronic Health Record) are under consideration by the Army and if approved will require additional contractor support to implement as incremental capabilities into the current system baseline. The optional services are similar in scope to the work described in Task 2.6, PDST Support and SA Support.

Functional Role	Anticipated Location	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Tech Support (Call Center Technicians)	Local Contractor Site (Ft Detrick MD vicinity)	-	1920 hours	1920 hours	1920 hours	1920 hours
Network Engineer - Mid Level	Local Contractor Site (Ft Detrick MD vicinity)	-	1920 hours	1920 hours	1920 hours	1920 hours
Systems Engineer (Senior)	Local Contractor Site (Ft Detrick MD vicinity)	-	1920 hours	1920 hours	1920 hours	1920 hours

2.9 Optional Task for Government Directed Overtime/Surge

During this Task Order, it is anticipated that the Government may require the Contractor to work overtime or surge resources to support additional Government requirements while continuing to provide standard contracted services. The Government reserves the unilateral right to exercise Optional Government Directed Overtime / Surge support. It should be noted that optional government directed overtime or surge may apply to any core services or exercised options. The optional support will be invoked through award of a task order modification issued by the GSA CO.

For proposal purposes, the Not-to-Exceed (NTE) value of this option is $3,000,000 per year.

Government directed overtime should only be used when all other possibilities have been exhausted. Overtime costs shall not be incurred unless authorized by the Contracting Officer (CO) or the Contracting Officer's Representative (COR) and unless funding is available to cover incurred expenses.
At the time of exercising this optional support, the Government will:

- Identify the event (operation/project) which is driving the overtime requirement
- Identify the specific services where overtime or surge is authorized
- Define level of effort expectations (i.e. 12-hour days, 6 days per week)
- Identify duration or end date when overtime is no longer required
- Provide an estimate on the number of overtime or surge hours required.

Typical examples of where overtime/surge support could be exercised includes but is not limited to:

- Adjusting normal work schedules or minimizing/prohibiting leave of individual contractor employees to achieve the required coverage due to operational or project requirements.
- Crashing project schedule(s) to achieve Government directed completion dates.

2.10 Transition-In

The Contractor shall provide a Transition-In Plan not later than (NLT) 5 business days following the Kick-off Meeting. The Government anticipates awarding the Task Order in late December 2014 to allow

approximately a 60 day transition period. The Task Order phase-in and ramp-up period is expected to begin from date of award through 28 February 2015, with full performance beginning NLT 1 March 2015. The Contractor shall also address the phased-in support for tasks that will begin on 1 December 2015 to transition support from the ongoing engineering contract which ends 31 January 2016.

The contractor shall perform the following activities during the transition-in period:

- Participate in a Task Order Kick-off Meeting as scheduled following award
- Provide a transition-in plan of action and milestone (POA&M) schedule to the Government
- Establish procedures with the predecessor to ensure transition of operations, maintenance, and logistics functions without any degradation of service
- Perform joint inventories and inspections of all furnished facilities and property with the government and outgoing contractor
- Perform joint identification and inventory of all contractor maintained equipment, software, and stock relevant to the performance of the contract
- Develop and validate a comprehensive baseline for the supported equipment list with the Government and outgoing contractor
- Coordinate with the Government to validate or establish maintenance priorities for supported equipment
- Establish procedures with the outgoing contractor to transition operations, maintenance, and logistics functions while maintaining service. This includes defining processes for turn-over of system administration, accounts, privileges, and accesses

3.0 Performance Requirements Summary (PRS)

The Government will conduct semi-annual performance reviews with the contractor's PM and other leadership to ensure performance objectives are being met. The Table includes the criteria that will be examined during assessments.

Table 3.0-1 Performance Requirements Summary

PWS Task	Performance Outcome	Performance Standards	Acceptable Quality Level	Assessment Tool
2.1 Advanced Development	Inform government decision makers about promising HW/SW technologies that have the potential to close existing MC4 capability gaps.	Work products are timely, accurate, clear, concise, thorough, and reflect a mastery of the subject matter.	Briefings and reports are error free with a 100% on time delivery rate unless forbearance granted by the COR. Technology demonstrations are well planned and timely.	Evaluation by MC4 subject matter experts (SME's).

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
2.1 Advanced Development	Test Plans and Procedures are adequate to facilitate identification of problems early in the development process (laboratory setting), thereby reducing overall program schedule risk.	Comprehensive Test Plans and Procedures delivered 10 days prior to testing or as otherwise directed by the government.	Test Plans and Procedures shall be error free and delivered on time unless forbearance granted by the COR.	Evaluation and approval by the MC4 Test Manager.
2.1 Advanced Development	Test Report documents all software problems encountered during testing.	All problems encountered are reported. Formal report submitted within 10 days of completion of each test unless otherwise directed by the government.	All problems logged with corresponding root cause, corrective action, and required repair time in hours. All test reports shall be error free and submitted on time unless forbearance granted by the COR.	Evaluation and approval by the MC4 Test Manager.
2.1 Advanced Development	Fully integrated MC4 system for each fielding.	System performs IAW operational requirements.	Each software version and configuration developed shall be error free (IAW the MC4 integration plan).	Evaluation by MC4 SME's.
2.2 Optional Task for Emerging Requirements – Advanced Development, System Integration, and Initial Testing	Same Performance Requirements as outlined above for Core Task 2.1.			

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
2.3 Project Management / Contract Management, Training and Fielding Support	Comprehensive cost reporting including actual and projected costs to ensure continued operations and full execution of approved funding.	Accurate and timely cost reports that are actionable and mathematically correct.	Contractor projections by FY 3rd QTR are accurate to within 10% of actual expenditure for each performance period.	Evaluation by MC4 SME's.
2.3 Project Management / Contract Management, Training and Fielding Support	Preparation of information products (e.g., courses of action for fielding and training alternatives, etc.) as directed to facilitate decision making.	Work products are timely, accurate, clear, concise, thorough, and reflect a mastery of the subject matter.	Rewrites because of errors in fact or judgment are rare, less than 10% of work products in a period require rework.	Evaluation by MC4 SME's.
2.3 Project Management / Contract Management, Training and Fielding Support	Ensure training materials are comprehensive and informative thereby enabling trained users to operate and maintain the system without supplemental training.	Training materials shall address all functional and operational aspects of each version of the system. Training materials shall be: ▪ Accurate – Documentation is accurate in presentation, technical content, and adherence to accepted elements of style; ▪ Clear – Documentation is clear & concise; engineering terms used, as appropriate. Diagrams are legible and relevant to supporting narrative. Acronyms are specified on first use.	All final training materials shall accurately represent (100% accuracy) the functional and operational aspects of each version of the system. Absolutely no live PII or PHI shall be included in any training materials or training classes.	Evaluation by MC4 SME's.

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
2.3 Project Management / Contract Management, Training and Fielding Support	Maximize the quantity of equipment/software fielded to units based on annual objectives established by MC4. Fielding plans are driven by system hardware availability and Army priorities.	Preparation of a cost effective plan to support annual fielding and training objectives. Results will be reported periodically detailing accomplishments, cost, duration for each fielding, issues encountered, and lessons learned.	Fielding and training services shall be accomplished effectively with little deviation from the approved plan	Evaluation by MC4 SME's.
2.3 Project Management / Contract Management, Training and Fielding Support	Maximize effectiveness of MC4 users through professional, timely, and courteous training services.	Deliver courteous, professional, technically competent training service and ensure each training event offers the opportunity for maximum attendance.	Completed student questionnaires reflect an overall satisfaction rate of 90% with the quality of delivered training. A comparison of forecasted versus actual class size shall be submitted within 10 days following completion of a training event unless forbearance granted by the COR.	Evaluation of Customer Surveys and class roster size by MC4 SME's.
2.3 Project Management / Contract Management, Training and Fielding Support	Responsive and responsible inventory monitoring and management to comply with Army Property Book requirements	Maintain a robust inventory control system/process (near real time) to track and account for assets IAW Army Property Book policies and procedures, resulting in an effective asset management program.	Target accuracy rate for Inventory records: 100% accurate, 95% of the time.	Evaluation by MC4 SME's.

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
2.3 Project Management / Contract Management, Training and Fielding Support	Responsive and responsible inventory monitoring and management to facilitate maximization of fielded hardware/SW quantities and effective configuration management of fielded and inventoried assets.	Maintain a robust inventory control system/process (near real time) to track and account for assets IAW Army Property Book policies and procedures, resulting in an effective asset management program. Asset management program has multiple aspects: 1) receiving, packing, shipping and warehouse storage, 2) management of equipment, parts, consumables, licenses, warranties and related items needed to field/sustain the MC4 system, 3) maintenance of chain of custody, managed and accounted for property under contractor control, 4) maintenance of equipment and training materials in an operational mission ready status. The full spectrum of logistical documents, materiel fielding/ deployment agreements with the gaining activity are accurate and complete.	Target accuracy rate for Inventory records: 100% accurate, 95% of the time. Target accuracy rate for shipments: correct items packed & shipped to proper destination 100% accurate, at all times. Target accuracy rate for tracking of fielded equipment configurations is 95% accurate. Fielding/ deployment agreements and logistical materials are finalized with the gaining command within required timeframes unless forbearance granted by the COR.	Evaluation by MC4 SME's.

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
2.4 Production Engineering and Operational Testing	Operational Test Plans and Procedures developed IAW IEEE standard, #829, which facilitate identification of MC4 system problems prior to fielding.	Test Plan and Procedures shall be delivered 10 days prior to testing or as otherwise directed by the government	100% of Test Plans and Procedures shall be error free and delivered on time unless forbearance granted by the COR.	Evaluation and approval by the MC4 Test Manager.
2.4 Production Engineering and Operational Testing	Clear documentation describing new functionality delivered by each new Software Version.	Accurately document all changes in functionality for each new version of software in the Software Version Description and update the configuration management documentation accordingly.	Software Version Description shall be timely and 100% accurate to include a side by side comparison to the previous version with all changes in capabilities indicated.	Evaluation by MC4 SME's.
2.4 Production Engineering and Operational Testing	MC4 Website and other sources of program content (e.g., MC4/PEO EIS SharePoint site) are accurate, informative and facilitates attainment of program objectives.	Postings of PMO approved information are timely, accurate and IAW PII and PHI regulations and MC4 policies.	Accurate (95% error free) and timely posting of prepared inputs with minimal website downtime.	Evaluation by MC4 SME's.
2.4 Production Engineering and Operational Testing	Rapid access to automated tools to enhance overall program efficiency.	Develop and implement automated tools to improve efficiency and/or precision of processes.	Document requirements and architecture, test, and provide training as directed by the government.	Evaluation by MC4 SME's.
2.4 Production Engineering and Operational	Identification of system problems discovered during testing with proposed remedial actions to	The contractor shall report 100% of the problems encountered in a formal report submitted within 10 days of completion of each	All problems shall be logged with a corresponding root cause, corrective action,	Evaluation by MC4 SME's.

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
Testing	mitigate technical risk.	test unless otherwise directed by the government.	and required repair time in hours. All test reports shall be error free and submitted on time unless forbearance granted by the COR.	
2.4 Production Engineering and Operational Testing	Clearly document new functionality delivered by each new Software Version.	Accurately document all changes in functionality for each new version of software and update the configuration management documentation accordingly.	The contractor shall provide the Software Version Description to the Configuration Manager with a summarized side by side comparison to the previous version with respect to all changes and capabilities prior to system deployment. Documentation is error free with a 100% on time delivery rate unless forbearance granted by the COR.	Reports evaluated by MC4 SME's.
2.4 Production Engineering and Operational Testing	Maintain MC4 PMO network/ computer/ Video Teleconference (VTC) operability through responsive, knowledgeable	Ensure that during normal hours of operation, the MC4 office systems and automation tools are available 95% of the time; initiation of corrective	All MC4 office automation tools shall have a minimum availability of 95% at all times.	Evaluation by MC4 SME's.

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
	technical support, comprehensive backup plans, security plans and other documentation as directed by government. A separate contract for VTC equipment maintenance is in place to support complex operational problems and replacement of failed parts.	action shall occur within 1 hour of becoming aware of an incident. Any changes that have an Information Assurance impact shall be signed off by the government IA manager and the COR prior to implementation.	Prepare and maintain all documentation related to IA approval of MC4 PMO software and systems IAW regulations and policy.	
2.5 Optional Task for Emerging Requirements – Production Engineering, Operational Testing, and NET/NEF	Same Performance Requirements as outlined above for Core Tasks 2.3 and 2.4.			
2.6 Post Deployment System Technical Support and System Administrator Support	Enhance system operability and user satisfaction through rapid development of solutions to system problems as they are identified.	Response to and disposition of Critical system problems shall be within 2 hours of identification by the Help Desk or through other formal documentation. Response to and disposition of Non-critical problems shall be within 8 hours. All identified problems are to be reported and tracked through the MC4 Help Desk which shall be staffed 24 hours per day.	100% of critical problems shall be responded to and dispositioned within 2 hours of reporting. 90% of non-critical problems shall be responded to and dispositioned within 8 hours of reporting. 100% of problems reported to the	Evaluation by MC4 SME's.

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
		Definition: • Critical- Is an MC4 software issue that prevents electronic documentation of healthcare in the system. • Non Critical- Issues that degrade MC4 system performance but don't prohibit documentation.	Help Desk shall be documented and reported in a timely manner. Frequency of reporting will be defined by the COR.	
2.7 Optional Task for On-Site support for Contingency Operations	Maintain system operability in theater through effective system administrator support and functional user training.	Provide rapid response to address system outages. First contact after trouble report shall be within 30 minutes. Password problems shall be addressed immediately. Required system updates/ patches shall be performed within 48 hours of notification or as otherwise directed by the government (subject to unit availability). Unit functional training shall be performed within 48 hours of the request or as otherwise directed by the government.	First contact after trouble report is within 30 minutes for 95% of customers. 100% of required updates and patches shall be installed within 48 hours of notification (subject to unit availability). Training satisfaction shall be measured through customer surveys. Attainment of an overall rating of 90% satisfaction is acceptable.	Evaluation by MC4 SME's.
2.8 Optional Task for Emerging Requirements	Same Performance Requirements as outlined above for Core Task 2.6 exclusive of System Administrator Support.			

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
-- Post Deployment System Technical Support				
General	Ensure all contractor staff with access to MC4 systems and Army networks have the requisite IA/IT training and certifications to minimize the risk of a potential IA/IT violation.	A complete list of personnel and training certifications shall be provided at contract initiation. Updates will be required periodically based upon direction from the MC4 IA Manager.	The IA/IT training and certification list shall be 100% current.	MC4 IA Manger will review the list for accuracy and determine frequency of reporting.
General	Keep MC4 staff informed through informative and timely trip reports. A trip report is required following the conclusion of a local or long distance trip.	Trip reports shall be delivered within one week of completion of business travel.	Reports are delivered 100% on time with no significant errors.	Evaluation by MC4 SME's.
General	Keep MC4 staff informed about the status of ongoing efforts through timely reports as requested by the government.	Reports are accurate and delivered on time.	Reports are delivered 100% on time with no significant errors.	Evaluation by MC4 SME's.
General	Keep MC4 staff informed by documenting meeting minutes, action items, and important decisions.	Reports/minutes are accurate and delivered on time.	Reports/minutes are delivered 100% on time with no significant errors.	Evaluation by MC4 SME's.
General	Keep MC4 staff, partners and stakeholders, informed by developing and maintaining project schedules, executive	Products are accurate and delivered on time.	Products are delivered 100% on time with no significant errors.	Evaluation by MC4 SME's.

Table 3.0-1 Performance Requirements Summary				
PWS Task	**Performance Outcome**	**Performance Standards**	**Acceptable Quality Level**	**Assessment Tool**
	summaries, briefings, training materials and other documentation as requested by the government.			

4.0 Deliverables

PWS Task	Deliverable	Frequency
General	After Action Report/Lesson Learned Brief	As Required
General	Trip Reports	As Required
General	GFE Inventory per Region/Location	Monthly
General	GFE Inventory Reconciliation	Yearly
General	Lost/Missing GFE Report	As Required
General	Disposition Documentation for GFE	As Required
General	Contractor Personnel Security Clearance Status Report	Monthly
General	IAT Level Certification validation per PWS by Position	Monthly
General	SIPR email Account Validation	Quarterly
General	Cost Management Meetings	Monthly
General	Contractor Termination Notification	Upon Action
General	Integrated Contract Task Schedule	Monthly
General	Contractor Performance Assessment Reporting System (Concur/Non-Concur)	30 Days After Completion of Government Evaluation
General	Contractor Invoice	Monthly
General	Invoice Summary	Quarterly
2.1/2.4	Test Plan	New Component
2.1/2.4	Acceptance Test Statement	New Component
2.1/2.4	Daily Test Progress Report	Daily
2.1/2.4	Test Report	New Component
2.1/2.4	Key Stroke Step Test Cases/Procedures/Scripts	As Required
2.1/2.4	Test Readiness Review Brief	New Component
2.1/2.4	Quick Look Acceptance Report	New Component
2.1/2.4	Detailed Test Schedule	Weekly
2.1	Technology Assessment	As Required
2.3	Transition Team Weekly Update	Weekly
2.3	Individual Project Status Reports	Weekly
2.3	Installation Guide	Each Release
2.3	System Administration Guide (SAG)	Each Release
2.3	Troubleshooting Guide	Each Release

2.3	Sustainment Guide	Each Release
2.3	Implementation of Asset Management System and Periodic Reporting	As Required
2.3	Fielding Procedures and Fielding Packets	Release
2.3	Shipping Invoices/Documents (consolidated)	Monthly
2.3	DA 5666-R, Gaining Command Fielding Evaluation (consolidation)	Quarterly
2.3	Training and Fielding Calendar	Bi-Weekly
2.3	Training Material (documentation/guides)	Release
2.3	Short- and Long-Term Plans for Fielding & Training	Annual, Updates As Required
2.3	MC4 NET- Student Evaluation Form (consolidated)	Monthly
2.3	Student Rosters (sign-in sheets) (consolidated)	Monthly
2.3.1.2	Transition-Out Plan	180 Days prior to expiration of Task Order
2.3.1.3	Program Management Plan	15 Days prior to end of Transition Period
2.3.1.4	Monthly Status Reports	15th Day of each Month
2.3.1.5	OPSEC Standing Operating Procedure (SOP)/Plan	90 Calendar day of award
2.4	System Release Package (SRP)	Each Release
2.4	Engineering Change Proposal (ECP)	System Change
2.4	Advanced Change Study Notice (ACSN)	As Required
2.4	Technical Review Board (TRB) bi-weekly meeting agenda	Bi-Weekly
2.4	MC4 Web Site Updates	As Required
2.4	PEO EIS/PMO SharePoint Content Updates	As Required
2.4	Information Assurance Scans (Accountability of MC4 systems)	As Required
2.4	System, Operational or Network Documentation	As Requested
2.4	Accreditation Packages	As Requested
2.4	Network Topology Diagrams	As Requested
2.4	Certification and Accreditation Activities Documents	As Requested
2.6	Post Deployment System Support (PDSS)	As Required
2.6	Help Desk Bi-Weekly meeting agenda	Bi-Weekly
2.6	Problem Ticket Reporting	As Required
2.7	OCONUS PERSTAT	Daily
2.10	Transition-In Plan	5 days following the Kick-Off meeting

5.0 Historical Contractor Manpower and MC4 Locations

Tables 5.11-1 and 5.11-2 contain historically-based Contractor Manpower requirements for each PWS task and the current MC4 office location for that support. Contractor Manpower amounts assume a 12-month period of support (based on 1,920 work hours/year) for each task/subtask including phased-in task support as if it were staffed for a full 12 months. This information is provided for reference only and is subject to change based on mission and evolving operational needs.

Table 5.11-1 Historical Contractor Manpower by PWS Task

PWS Section/Task #	CLIN #	Not Separately Priced	Description	Historical Contractor Manpower
2.1	0001		Advanced Development, System Integration, and Initial Testing	22
2.2	0002		Optional Task for Emerging Requirements -- Advanced Development, System Integration, and Initial Testing	As shown in PWS 2.2
2.3	0003		Project/Contract Management, Training and Fielding Support	32
2.3.1	0003A	X	Project/Contract Management	
2.3.2	0003B	X	Training and Fielding Support for MC4 Software and New Equipment	
2.4	0004		Production Engineering and Operational Testing	21
2.4.1	0004A	X	Systems Engineering and Analysis Support	
2.4.2	0004B	X	Configuration Management Support	
2.4.3	0004C	X	Information Assurance, Network Operations and Security Support	
2.4.4	0004D	X	SharePoint and MC4 Website Support	
2.4.5	0004E	X	Operational Testing	
2.5	0005		Optional Task for Emerging Requirements – Production Engineering, Operational Testing, and NET/NEF	As shown in PWS 2.5
2.5.1	0005A	X	Systems Analysis and Engineering Support	
2.5.2	0005B	X	Configuration Management Support	
2.5.3	0005C	X	Information Assurance, Network Operations and Security Support	
2.5.4	0005D	X	SharePoint and MC4 Website Support	
2.5.5	0005E	X	Operational Testing	
2.6	0006		Post Deployment System Technical (PDST) Support and System Administrator (SA) Technical Support	24
2.61	0006A	X	PDST Support	
2.62	0006B	X	SA Technical Support	
2.7	0007		Optional On-site Support for Contingency Operations	As shown in PWS 2.7
2.8	0008		Optional Task for Emerging Requirements for PDST Support	As shown in PWS 2.8

MC4 has an established infrastructure that adjusts as mission needs change over time. Lease and utility costs for these locations with the exception of the Local Contractor Site are paid by the government. The contractor shall support changes to the mission as directed by the government including relocation

of selected support functions. If this occurs, the government shall assume the cost of relocating MC4 office and mission-related equipment, but will not pay to relocate contractor staff.

Table 5.11-2 contains current MC4 locations and historical Contractor Manpower by PWS task

Table 5.11-2 Current MC4 Locations and Anticipated Contractor Manpower Distribution

		MC4 Site	Local Contractor Site	Ft. Lewis	Ft. Sam Houston	Ft. Bragg	Tobyhanna	Korea	Germany	Kuwait	Afghanistan	
PWS Task	**CLIN**											**Total**
2.1	0001	**5**	**17**									**22**
2.2	0002 (Optional)	**Up to 3**	**Up to 18**									**~~18~~ 21Max.**
2.3	0003	**4**		**6**	**14**	**6**	**2**					**32**
2.4	0004	**8**	**13**									**21**
2.5	0005 (Optional)		**Up to ~~13~~14**									**14~~3~~ Max.**
2.6	0006		**8**	**5**	**3**	**4**		**2**	**2**			**24**
2.7	0007 (Optional)									**Up to 6**	**Up to 6**	**12 Max**
2.8	0008 (Optional)		**Up to 3**									**3 Max.**
Total		**17**	**72**	**11**	**17**	**10**	**2**	**2**	**2**	**6**	**6**	**145**